CLOUD GATEWAY

SERVICE MANAGEMENT

A versatile and flexible management model designed for Cloud-era computing.

To bring transparency and efficiency to your operations, today's Service Management model needs a high level of flexibility, along with the ability to accommodate new technologies and methodologies and be more 'Agile'.
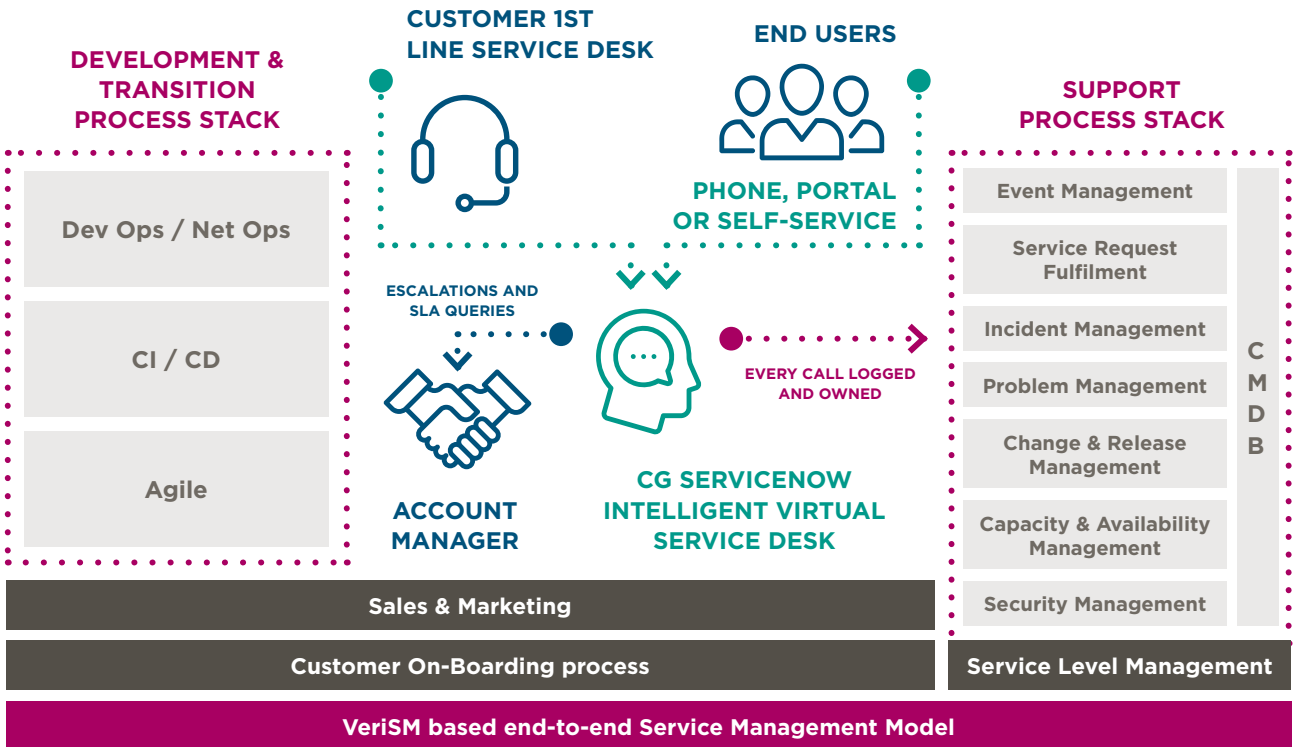
Cloud Gateway's Service Management Model gives you a unique support framework, based on state of the art VeriSM guidance which combines the latest development technologies with proven best practice ITIL support processes.

The model is tailored to your specific requirements, providing a dynamic and modern approach to Service Management which can meet the challenges of secure data transfer in the age of Cloud Computing.

Our approach to Service Management is that each customer is unique and one size does not fit all. Your dedicated Account Manager will ensure that the support you receive is constantly reviewed and updated to reflect changes in technology, development techniques and your own business requirements.

The Cloud Gateway Service Management Model

- We employ Dev Ops and Agile techniques to rapidly define and build prototype solutions.
- Our on-boarding process enables rapid new Service provision.
- 24/7 telephone or portal support using Service Now is provided. This is integrated with your own MI system to prevent double keying and improve efficiency.
- You are assigned your own dedicated Customer Account Manager who ensures we continue to provide the levels of Service your business requires, backed up by specialised support staff with SMEs in ITIL, VeriSM and other frameworks, as well as Cloud and network technologies.

- We provide meaningful, templated and simplified SLAs giving you the information you need – no hiding behind pages of documentation and no brushing critical failings under the carpet of apparently impressive performance analytics.
- We employ a responsive and shared Change and Release Management process matched to your business needs. Standard change models, maintenance windows and CAB attendance are all fitted to your business cycle. Transition and Onboarding processes based on extensive experience, but streamlined for today's Cloud environment, allows you to spin up a new site in minutes.

DEVELOPMENT & TRANSITION PROCESS STACK

Dev Ops / Net Ops

CI / CD

Agile

CUSTOMER 1ST LINE SERVICE DESK

END USERS

PHONE, PORTAL OR SELF-SERVICE

ESCALATIONS AND SLA QUERIES

ACCOUNT MANAGER

EVERY CALL LOGGED AND OWNED

CG SERVICENOW INTELLIGENT VIRTUAL SERVICE DESK

SUPPORT PROCESS STACK

Event Management

Service Request Fulfilment

Incident Management

Problem Management

Change & Release Management

Capacity & Availability Management

Security Management

C M D B

Sales & Marketing

Customer On-Boarding process

Service Level Management

VeriSM based end-to-end Service Management Model

Cloud Gateway enables you to transform your network at scale and facilitate your journey to the Cloud at a pace suited to your requirements. It lets you do this safe in the knowledge that the underlying infrastructure is proactively managed and supported 24/7 by an industry leading SLA tailored to address every eventuality. With dedicated service integration and ongoing consultancy delivered as standard, Cloud Gateway helps you design, deploy and adapt to the changing conditions of your Network, at a scale and cost efficiency aligned to your own strategic initiatives.

To find out more about how Cloud Gateway can enable your Cloud future, get in touch today.
www.cloudgateway.co.uk